CRIMINAL **MANIPULATION**

Staff Development and Training



Performance Objectives

 Explain the <u>5</u> step process in the law enforcement continuum that offenders expect staff to follow when they violate the rules

 Identify the <u>5</u> characteristics offenders use to profile victims

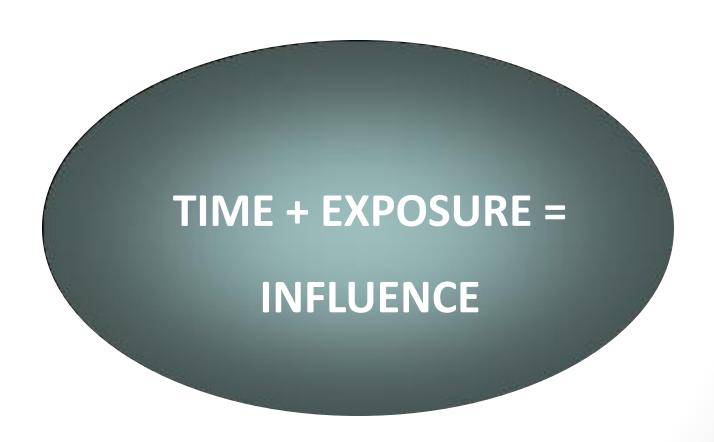
Performance Objectives

- Identify <u>2</u> victim tests offenders use when attempting to manipulate staff
- Identify the <u>11</u> tools used in a set- up
- Identify factors that contribute to complacency
- Identify <u>10</u> important protectors against criminal manipulation

Causes of Poor Staff-Offender Interaction

- Any offender who is too friendly with staff can be labeled a "snitch" which could subject them to retaliation by other offenders
- Offenders do not appear remorseful for their crimes

Influences



Law Enforcement Continuum

Crime-to

Detection-to

Apprehension-to

Conviction-to

Disciplinary Action



Profiling Victims

- Demographics
- Physical Appearance
- Financial Status
- Work Ethic



- Demeanor
 - "Laid back cool"
 - Trusting, naïve staff
 - "Robo-Cops"
 - Strict
 - "Police"
 - Firm, fair, consistent
- Geographic Origin

Victim Tests



Offender breaks minor rules testing staff



Offenders may work in teams to make staff feel obligated by using minor rule violating requests



Tools of a Set-up

- The Support System
 - Praises to befriend staff
- Empathy and/or Sympathy
 - Establish a level of understanding
- The Plea for Help
- The "We/They" Syndrome
 - Isolated staff, staff identify with offenders
- Offer of Protection
 - Do favors for staff and protect staff
- Allusions to Sex
 - Overly familiar friendship with staff



Tools of a Set-up

- The Touch System
 - Hand shaking, "pat-on-back" to form bond
- The Rumor Clinic
 - Spreading gossip about staff
- Tears (Female Offenders)
 - Using tears to maneuver staff
- Learned Helplessness
 - More common with female offenders, acting weak/needing help
- The Victim Stance
 - More common with female offenders, using history of "victimization" to manipulate staff/others



Turnout

Shopping List

Demands for alcohol, drugs, tobacco, money, or weapons

The Lever

Reminder of staff's past indiscretion

The Sting

"Do as you are told or be harmed"

Combating Complacency

Definition of Complacency:

Being pleased with oneself or one's merits, advantages, and situation, often without awareness of potential danger, or self-satisfaction accompanied by unawareness of actual dangers or deficiencies

Factors that Contribute to Complacency

Repetition

Repetitive Behavior

Repeated Exposure



Factors that Contribute to Complacency

- Habituation
 - State of Mind

Fatigue



Avoid Complacent Behavior

Complacency can lead to negative consequences for correctional agencies, staff, volunteers and offenders.

It is important to know how to combat complacency.





1. Establish a culture that does not tolerate or accept complacent behavior.

Make avoiding complacency a priority.



2. Never forget you are in a correctional environment.

Remind yourself daily to be vigilant and thorough in completing your tasks. Your life or someone else's may depend on it.



3. Develop a pilot's mindset.

Perform "pre-trip inspections" with attention to detail. Failure to properly inspect could result in catastrophic failure or death.



4. If you're tired, stand up, walk around, get a drink of coffee or water.

Re-energize yourself so you can focus on your tasks.



5. Get out from behind your desk or office and walk around your area.



6. Vary your routine.

Force yourself to do things at different times. Don't do the same task the same way.



7. Constantly reinforce to others the importance of <u>not</u> becoming complacent.

Remind them about the dangers associated with complacency.



8. Be proactive!

Look for ways to improve things before they become a concern or issue.



Role model appropriate behaviors at all times.

Don't shortcut procedures or others will think it is "ok" to do the same.



10. Solicit ideas from staff and other volunteers on ways to avoid complacent behaviors.

Share these ideas with others.



11. View your area with a set of "fresh eyes." View things from an offender's perspective and look for things unusual or out of the ordinary.



12. Have others regularly inspect your area to discover concerns or issues.

Develop the mindset to complete every task.

Ten Protectors

- 1. Understand the definition of a professional and strive to act like one
- 2. Learn to recognize the steps of a set-up and take proper action
- 3. Constantly monitor the seemingly casual offender remarks and your own responses
- 4. Learn to say NO and mean it
- 5. Be in command of your area

Ten Protectors



- 6. It is important to know the kind of offender you are dealing with when offering special or day to day help or guidance
- 7. Be knowledgeable of proper facility procedures relating to programs and legitimate avenues offenders can pursue to acquire assistance
- 8. The intended victim must let someone know he/she is being cultivated, and let the offender responsible know the incidents are out in the open.

Ten Protectors

- 9. Contact facility staff and write a disciplinary report. This form is used when the offender's request or action is an obvious rule violation.
- 10. One of the most important concerns is knowing what to do in a crisis.

Congratulations!

You have completed the module on,

"Criminal Manipulation."

If you have any questions, please contact your Community Involvement Coordinator.



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